

STATEWIDE INFORMATION SYSTEMS POLICY

Statewide Policy: Server Maintenance Policy

Product ID: T-HW80

Effective Date: January 17, 1997

Approved: Director, Department of Administration

Replaces & Supersedes: This policy supercedes any prior enterprise policies for establishing and implementing information technology (IT) policies and standards.

I. Authorizations, Roles, & Responsibilities

Pursuant to the Montana Information Technology Act ("MITA") (Title 2, Chapter 17, Part 5 of the Montana Code Annotated ("MCA"), it is the policy of the state that information technology be used to improve the quality of life of Montana citizens, and that such improvement is to be realized by protecting individual privacy and the privacy of the information contained within the state's information technology systems. [§2-17-505\(1\), MCA](#). It is also the policy of the state that the development of information technology resources be conducted in an organized, deliberative, and cost-effective manner, which necessitates the development of statewide information technology policies, standards, procedures, and guidelines applicable to all state agencies and others using the state network. It is also anticipated that State information technology systems will be developed in cooperation with the federal government and local governments with the objective of providing seamless access to information and services to the greatest degree possible. [§2-17-505\(2\), MCA](#).

Department of Administration: Under MITA, the Department of Administration ("DOA") is responsible for carrying out the planning and program responsibilities for information technology for state government (except the national guard), including for establishing and enforcing a state strategic information technology plan and establishing and enforcing statewide information technology policies and standards. DOA is responsible for implementing MITA and all other laws for the use of information technology in state government. The director of DOA has appointed the chief information officer to assist in carrying out the department's information technology duties. [§2-17-512, MCA](#).

Department Heads: Each department head is responsible for ensuring an adequate level of security for all data within their department. [§2-15-114, MCA](#).

II. Policy - Requirements

A. Introduction

The department of administration is responsible for providing centralized management and coordination of state policies for security of data and information technology resources.

In order to optimize network and/or file server performance, scheduled server maintenance may be required from time to time. The network and/or file server may also require maintenance which is not scheduled due to unforeseen circumstances.

B. Scope

This policy shall govern all entities within the Executive Branch of Montana State Government.

C. Policy

Users will be notified when the network and/or file server will be down for scheduled maintenance according to the following:

- All employees will be notified at least one week in advance that the computer system will not be available during scheduled maintenance. Included in this notice will be the estimated time of outage and scope of maintenance.
- Unscheduled maintenance will be handled on a case-by-case basis and when not an emergency, users should be given as much notice as possible.

D. Guidelines

The network administrator should notify all users at least 15 minutes before the computer network use is disabled.

Scheduled maintenance and unscheduled maintenance in the absence of an emergency should occur after hours or during minimal-use production hours when feasible.

The network administrator should check to be sure all employees have logged out of the server before disabling the computer network.

If an employee is still working on the system when it is scheduled for maintenance, the network administrator should attempt to call the employee and ask them to log out of the system. If the employee is not available, the network administrator will log them off the system from the console. The network administrator will not be responsible for any lost data due to this type of logout process.

The network administrator should attempt to notify designated staff of any unscheduled outages. Unscheduled outages are results of emergency maintenance, power outages, or other unavoidable server down time.

E. Definitions

Scheduled Maintenance: Software and/or hardware changes, upgrades, repairs, or other system activities requiring users be logged off the system in order to make changes and can be planned or anticipated in advance.

F. Disclaimer

Information Technology Services Division (ITSD) reserves the right to modify this policy at any time.

G. Change Control and Exceptions

Policy changes or exceptions are governed by the Procedure for Establishing and Implementing Statewide Information Technology Policies and Standards. Requests for a review or change to this policy are made by submitting an [Action Request](#) form. Requests for exceptions are made by submitting an [Exception Request](#) form. Changes to policies and standards will be prioritized and acted upon based on impact and need.

III. Close

For questions or comments about this instrument, contact the Information Technology Services Division at [ITSD Service Desk](#), or:

Chief Information Officer
PO Box 200113
Helena, MT 59620-0113
(406) 444-2700
FAX: (406) 444-2701

IV. Cross-Reference Guide

A. State/Federal Laws

- [2-17-505\(1\)](#) – Policy
- [2-17-514\(1\)](#) – Enforcement
- [§2-17-505\(2\), MCA](#)
- [§2-17-512, MCA](#)
- [§2-15-114, MCA](#)
- 2-17-503, MCA
- [MOM 3-0130 Discipline](#)

B. State Policies (IT Policies, MOM Policies, ARM Policies)

- [2-15-112, MCA](#)
- [ARM 2.13.101 - 2.13.107](#) - Regulation of Communication Facilities
- [MOM 3-0130 Discipline](#)
- ARM 2.12.206 Establishing Policies, Standards, Procedures and Guidelines.

C. IT Procedures or Guidelines Supporting this Policy

- [Policy: Establishing and Implementing Statewide Information Technology Policies and Standards](#)
- [Procedure: Establishing and Implementing Statewide Information Technology Policies and Standards](#)

V. Administrative Use

Product ID:	T-HW80
Proponent:	Director, Department of Administration
Version:	1.1
Approved Date:	July 15, 2008
Effective Date:	January 17, 1997
Change & Review Contact:	ITSD Service Desk
Review Criteria:	Event Review: Any event affecting this policy may initiate a review. Such events may include a change in statute, key staff changes or a request for review or change.
Scheduled Review Date:	July 1, 2013
Last Review/Revision:	Reviewed July 11, 2008. Non-material changes are necessary.
Change Record:	July 11, 2008 – Non-material changes made: <ul style="list-style-type: none">- Standardize instrument format and common components.- Changed to reflect next review date.